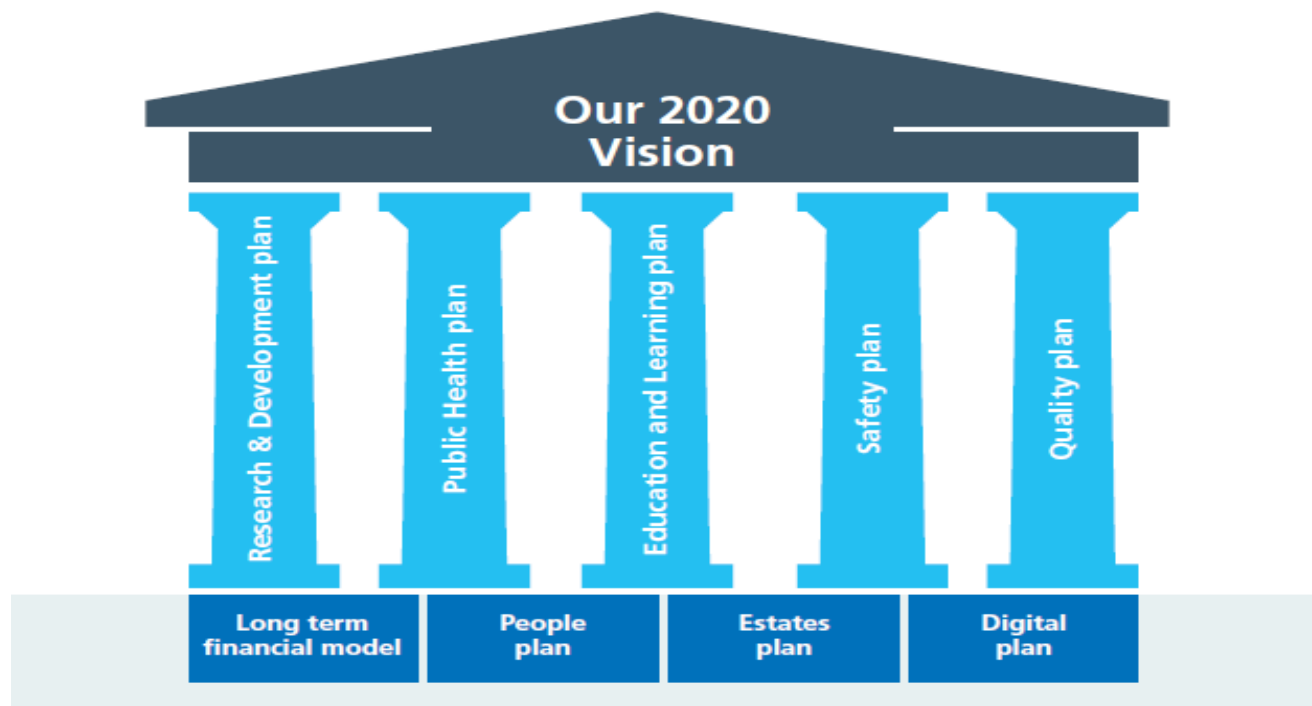


Welcome to SWB TeamTalk

Becoming renowned as the best integrated care system in the NHS...



TeamTalk Agenda

1.00pm: Tune In: News from across our Trust

1.10pm: Learning from Excellence:
Single Point of Access to SWB ED

1.25pm: What's on your mind?

1.35pm: Things you need to know (CLE feedback...)

1.50pm: This month's topic: Tackling obesity: How can your team play its part?

Toby's monthly video post will be issued this week and will reflect your TeamTalk feedback.

Reminder: Deadline to submit your star award nominations is midnight on Friday 28 June. You can nominate on Connect.

TeamTalk Topic feedback: proposed manager's code of conduct

Last month we asked for your feedback on the proposed manager's code of conduct. The code of conduct is about two things

- Defining what we do support and making clear what cannot happen, even if it has happened wrongly in the past.
- Giving everyone something to fall back on in challenging behaviours.

Your feedback told us

- **Colleagues are overwhelmingly in support of a managers code of conduct with over 96% agreeing to its development.**
- **Colleagues were keen to ensure that managers operate in an open and honest manner, welcoming colleagues to speak to them and always encouraging an open door policy**
- **Alongside the managers code of conduct, colleagues were keen to ensure that staff prescribe to the same rules to ensure that there is equal and equitable respect shown to both.**

1. Your questions answered from last time

Unity favourite fairs were a great idea. Unfortunately not all of us were able to take part. Are there plans for more sessions?

The Unity team are running dedicated sessions for teams on request. If you would like someone to visit your department email swbh.unity.queries@nhs.net

The S:drive is so slow. What is being done to fix this?

The informatics team have completed some work on the S:drive and you should now see a difference in speed and functionality. Informatics are also ensuring the S:drive is backed up on a regular basis. For advice, call the IT service desk on ext. 4050.

Learning from excellence:

Single Point of Access in SWB

Nuhu Usman, Janice Barrett, Essie Li,
and Sommiya Aslam

SPA was set to make sure our patients get to the right speciality and specialist first, rather than spending hours in ED before getting there.

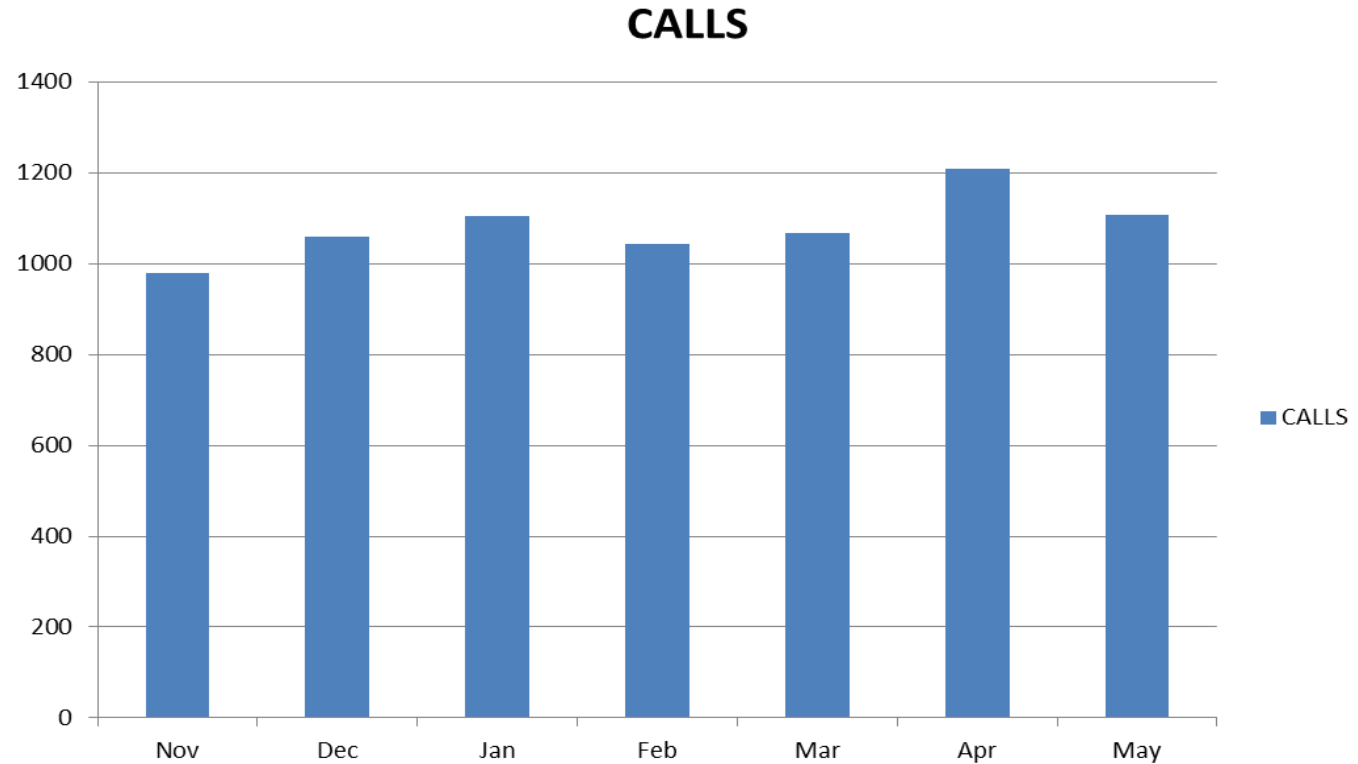
- This will reduce the number of patients presenting to ED with GP letters
- Make it easier for GPs to make referrals
- Use alternative pathways to patients care rather than assessment on the day
- Balance flow and capacity across our hospital sites

SPA Referral Activity Review, Nov18 – May 19

MONTHS	TOTAL SPA REFERRAL	HOSPITAL AVOIDANCE	TOTAL ED AVOIDANCE
NOV. 2018	537	33	570
DEC. 2018	681	43	638
JAN 2019	765	74	625
FEB. 2019	810	90	626
MAR. 2019	846	76	734
APR. 2019	943	61	690
MAY 2019	855	72	645
TOTAL	5,437	449	4,528

SPA Monthly Call Activity, Nov 18 – May 19

TOTAL	CALLS
Nov	980
Dec	1060
Jan	1105
Feb	1045
Mar	1067
Apr	1209
May	1108
Total	7574



List of Sandwell GP using SPA 49 and counting!

Ambar Medical Centre
Black Country Family Practice
Bloxwich Medical Practice
Broadway Medical Centre
Church View Surgery
Crankhill Lane Medical Practice
Darlaston Family Practice
Dartmouth Medical Centre
Dog Kennel Lane Surgery
Dr Agarwal NK & Partner
Dr Ahmed SA & Partners
Dr Arora RK
Dr Bhadauria
Dr Dewan VK
Dr Gudi PV & Partners
Dr Haque
Dr Hassouna Ojar
Dr Pathak ND
Dr Singh M
Glebefields Surgery
Great Bridge Health Centre
Great Bridge Partnership
Haden Vale Surgery
Hawes Lane Surgery
Hill Top Medical Centre
Horseley Health Surgery
Jubilee Health Centre

Limes Medical Centre
Linkway Medical Practice
Lyng Centre
Malling Health Sandwell
Malling Health Great Bridge
New Street Surgery
Oakeswell Health Centre
Oakham Surgery
Oldbury Health Centre
Portway Family Practice
Regis Medical centre
Rood End Medical Practice
Spires Health Centre
st Paul's Partnership
Stone Cross Medical Centre
Swanpool Medical Practice
Victoria Surgery
Village Medical Centre
Walford Street
Warley Medical Centre
Warley Road Surgery
West Bromwich Partnership for Health

List of West Birmingham GP using SPA

72 and counting!



Sandwell and
West Birmingham
NHS Trust

Bath Row Medical Practice
Bearwood Medical Centre
Bearwood Road Surgery
Bellevue Medical Centre
Bloombury Health Centre
Broadway Health Centre
Bucklands Medical Centre
Burbury Medical centre
Cape Hill Medical Centre
Cavendish Medical Practice
Church Road Surgery
City Health Centre
City Road Medical Centre
Cofton Medical Centre
Collingwood Family Practice
Cotmore Surgery
Coventry Road Medical Centre
Dr Akhtar R
Dr Bhomra DS
Dr Brinksman & Partners
DrKulshrestha Family Practice
Dr Pal & Partner
Druid Group
Finch Road Primary Care Centre
Five Ways Health Centre
Great Barr Practice
Halcyon Medical

Hall Green Health
Hamstead Road
Handsworth Medical Practice
Handsworth Wood Medical Centre
Harbourne Medical Practice
Hawthorns Medical Centre
Heathfield Family Centre
Hillcrest Surgery
Hockley Medical Practice
Holly Road Surgery
Holyhead Primary Health Care Centre
karis Medical Centre
Kirpal Medical Practice
Laurie Pike Health Centre
Ley Hill Surgery
Limes medical Centre
Lodge Road Surgery
Lordswood House Group
Midlands Medical Partnership
Modality Enki Medical Practice
Norvic Family Practice
Oakleaf
Oaks Medical Centre
Park House Surgery
Perry Park Surgery
Queslett Medical Surgery

Raydocs Newtown Health centre
Ridgeacre House Surgery
Rotton Park Medical Centre
Sarephed Medical Centre
Schoolacre Road Surgery
Sherwood House Medical practice
Slieve Medical Practice
Smethwick medical Centre
Soho Health centre
Soho Road Health Centre
Soho Road Primary Care
Springfield Surgery
St Clement Surgery
St Paul's Medical Practice
Summerfield Group Practice
Summerfield GP Surgery & UCC
Sundial Surgery
Tower Hill Partnership
Victoria Road Medical Practice

- GP referred elderly gentleman 06/06/19 who had an OPA for City Hospital Endoscopy 11/6/19, GP had spoken to gentleman's daughter who was worried that patient wouldn't remember to take his prep for appointment and might forget to attend appointment.
- GP queried if patient could have an overnight admission so his prep could be given.
- SPA discussed with GP if family could stay with patient and administer prep, family live far away.
- GP informed that SPA will try to arrange an admission or community care. SPA would get back to GP with arrangements.
- GP contacted SPA on 07/06/19; patient was confused and had taken 2 klean prep, GP was unable to re-prescribe as a red drug.
- SPA informed endoscopy of patient taking prep early, and arranged for daughter to collect another 2 sachets of prep.
- District nurses arranged to attend patient for pre procedure care.
- GP informed.

Collaborative Working

The agreed pathway between SWB SPA and Birmingham SPA

No	Item	Other Information
1	Surgical - B'ham SPA directs all general surgery patients to SWBH SPA	With the exception of urgent vascular patients who will be directed to QE.
2	Medicine – B'ham SPA triages medicine - non acute beds / community service (Rapid Response)	
3	Medicine – B'ham SPA directs all acute patients to SWBH SPA	B'ham SPA phone SWBH SPA to complete verbal handover – will be advised where patient accepted (at time of call – without call back). B'ham SPA to book transport & feedback to patient / referrer as required.
4	Paediatrics –B'ham SPA directs all paediatric patients to SWBH SPA	
5	Transport – B'ham SPA arranges transport for medicine referrals to SWBH if required (by GPs)	
6	GP referral/letter not required for referrals to SWBH via SWBH SPA	GP summary /medication list when possible.

Feedback from Patients and GPs

Feedback from Patients:

- Was called back by SPA, told to come to the hospital SAU at a given time
- “SPA and SAU were great, when I got to the hospital SAU sorted me straight away and got me a bed”
- Both teams were very positive about her overall care

Feedback from GPs

Streamlined 'single point of access'! No more multiple contact points!

- Average time to answer: 40s
- Average length of conversation: 6 mins
- Average wait time of no longer than 3 people in a queue
 - 2 nurse advisors with senior support if needed at any one time
- Receptionists can relay initial patient demographics
- Nurse advisors need all of the clinical information to work out which clinical area to send the patient for safeguarding purposes
- Patients will either be asked to make their way to the hospital if they are being admitted or they will be asked to attend a hot clinic (unless there's an agreement between SPA and the GP)
- If the GP only wants advice, SPA will try contacting the specialist, if no success, SPA will call back

- SPA Team fully recruited with training programme in place
- Continuous promotion of SPA to GP practices with support from CCG, SWB Primary Care Liaison Team and SWB Communications
- More hot clinics e.g. the Breast Team
- Collaborations with iCares and T & O (virtual clinics)
- Review service demand of patient transport via SPA
- Continuous monitoring on service needs, if extended opening hours required
- Survey sent to GP practices for feedback
- Internal survey under development
- All colleagues are welcome to join the SPA Fortnightly Meeting

THANK YOU

Contact details

General enquiry

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Daily operation

Janice Barrett janice.barrett1@nhs.net

Communications Manager

Anuji Evans anuji.evans@nhs.net

Clinical Director

Dr Nuhu Usman nuhu.usman@nhs.net

What's on your mind?

Your opportunity to raise any issues or
ask a question.

July 2019

Things you need to know: from our Clinical Leadership Executive - 1

Our Smokefree Countdown

Date	Activity
Monday 24 th June	SafetyNet begin site patrols – education and awareness
Friday 28 th June	Installation of bins at external boundaries
Saturday 29 th June	Tower sign at Sandwell
Monday 1 st July	Begin issuing of dummy fines
	Leaflets / posters issued to all wards and service areas
	Completion of signage installation
Tuesday 2 nd July	Smoking warden support briefing (City and conference call)
Wednesday 3 rd July	Smoking warden support briefing (Sandwell and conference call)
	Completion of boundary lines
	Vaping shops installed at City and Sandwell
Thursday 4 th July	Conversion of smoking shelters to vaping shelters
Friday 5 th July	07.00 am Go Live!!!
5 th July – 11 th July	Smoke free warden support rota
5 th July onwards	Smoking warden, SafetyNet and Security patrols
	Monitoring of CCTV
	Issuing of fines to smokers
	Everyone Health continue with ward rounds

July 2019

Guidance for colleagues

- Find all our guidance on Connect at <https://connect2.swbh.nhs.uk/smokefree/>
- SOP for prescription of NRT
- FAQs
- Guidance on how to challenge
 - Watch these films! (add link)
 - Guidance on how to approach
- Warden support rota – briefing sessions
 - Tuesday 2nd July: 1pm, SGH and conf call at 5pm
 - Wednesday 3rd July: 12noon at City and conf call at 5pm
- Heartbeat special with June payslips
- Guidance on breaks

Also on 5 July: The NHS's 71st Birthday

This year's party sponsored by Unison will be held at Sandwell Hospital, Court Yard Gardens. Please come along to celebrate the NHS being free at the point of delivery. There will be plenty of food and cake!



July 2019

Things you need to know: from our Clinical Leadership Executive - 2

Sepsis management is **STILL** our number one quality priority

- Last week we successfully screened 98.4% of patients for sepsis (5 patients were missed)
- Well done to **AMU1, Priory5, D21, AMU2, D7, Priory4, D11, OPAU, SAU, D17, D5, Lyndon3, Newton4, Newton5** for 100% screening
- We need to continue to drive towards 100% screening on all wards.
- Our next focus is to ensure that people who screen positive for sepsis receive treatment within the first hour
- This will be a quality improvement focus within ward team meetings with data published routinely from August.
- Improvements are also seen for management of neutropenic sepsis within ED – only two patients did not receive the treatment within 60 minutes in May

Things you need to know: from our Clinical Leadership Executive – 3/4

PDRs

- The deadline for completing your PDR is coming this Sunday, 30th June. All PDRs should be completed so that the Trust is able to complete the moderation process in a timely way.
- Please use Connect to upload your score - it's a really easy process and will automatically update the ESR record.
- When entering the score you also need to remember to forward the confirmation to swbh.pdr@nhs.net to demonstrate you have approved the score as the manager. There is guidance on Connect <https://connect2.swbh.nhs.uk/news/entering-pdr-dates-and-scores-on-connect/>

Vacancies

- The Trust has 998 vacancies, and there is a major recruitment drive to be fully staffed, reduce our reliance on temporary workers, and give the best quality of care possible to our patients.
- There are 248 people with confirmed start dates, and 291 people who are completing their employment checks. If you are a recruiting manager, you can chase up the new starter and keep in touch with them to give them a good welcome experience and speed up the process.
- There are still 213 roles that have no plan and are not out to advert, the continued existence of these roles will now be subject to decisions adjudicated with the Chief Executive before July 4th, as their advertisement has missed multiple deadlines. Roles that became vacant after May 1st will not be removed.

Things you need to know: from our Clinical Leadership Executive - 5

Unity will be fully live across our sites on Monday 23 September

- In order to secure the go-live it is important that individual employees ensure that they meet the competencies released as part of the Unity 28-Day Challenge. **A named list with competency level will be published weekly on Connect from this week.**
- Team competencies are currently being finalised and will be released for implementation soon.
- During the period running up to and after the go-live of Unity, many management meetings will be cancelled or shortened to release staff time. **A detailed schedule of what is cancelled at directorate, group and corporate level will be issued at end of July.** Data on clinical safety and organisation performance will still be collected, collated and circulated.
- During August **further simulation and training activity around Cap Man** will be undertaken.
- Digital champions and super users are reminded of the need to book and undertake their training in June or July. Date are available on Connect.
- For all professions, **the Trust is introducing a freeze on new bookings of all types of leave (annual, study and professional) between the period Monday 16 September and Monday 14 October.** Existing bookings for this period (that were duly authorised by midday on Friday 7 June) will be honoured. This freeze will be removed on July 1st and replaced with specific guidance.

TeamTalk Topic: Tackling obesity

For the first time, obesity is thought to be a bigger problem, globally, than hunger. The abundance of food and the lifestyles in wealthy nations lead to staggering obesity levels and, as nations grow richer, the poorest people are most prone to obesity. To tackle obesity means addressing social, environmental, physical and psychological pressures and giving people the capability they need to eat healthily.

This month's topic is to get the views from your team on how we should as a Trust respond to this obesity crisis for our patients, colleagues, families and all those within our community. The intention is to finalise our plans as a Trust, and agree them with Public Health colleagues, by the end of Q2.

- 1. What suggestions do you have as actions the Trust could take to tackle obesity in our communities?**
- 2. What can we do to reduce obesity in our own workforce?**
- 3. What could we focus on to address childhood obesity?**
- 4. What is your team already doing to focus on this agenda that we can build on?**